

**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554**

In the Matter of:	)	
	)	
Policies and Rules Governing Interstate	)	CG Docket No. 04-244
Pay-Per-Call and Other Information Services,	)	
And Toll-free number Usage	)	
	)	

**COMMENTS OF THE IOWA UTILITIES BOARD**

**Introduction**

On July 16, 2004, the Federal Communications Commission (FCC) released a Public Notice in CG Docket No. 04-244. The FCC is seeking comment on a reexamination of FCC rules in the areas of interstate pay-per-call, other information services, and toll-free usage to ensure that consumer protections are adequate and are not being circumvented. There are two areas where the Iowa Utilities Board would like to address. The first is consumer protection in the ability to block unwanted access to pay-per-call services. The second area concerns billing.

**Discussion**

As the FCC notice stated, the current FCC rules on pay-per-call services are meant to be a framework of consumer protection for audiotext information services. One such protection allows consumers to block unwanted access to pay-per-call services and protects consumers from disconnection for non-payment of these services. However, parties have found new means to

circumvent this regulation. One example of this is “modem hijacking,” a phenomena that is beginning to be seen in Iowa on a more regular basis. Consumer complaints filed with the Iowa Utilities Board show these calls were placed to an international telephone number in the United Kingdom.

FCC rules should be amended to include blocks on unauthorized calls made by modems. One solution would be to require information providers to obtain an online application and either issue a password or a PIN number to the consumers who wish to access the information services. Any unauthorized charge where the service provider cannot prove the service was ordered would then result in a violation and be subject to penalties.

In regards to billing, the Iowa Utilities Board supports a rule that would modify the rules and guidelines developed in the *Truth-in-Billing* proceeding as to require telephone bills highlight changes in or additions of new providers for non-recurring pay-per-call services.

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Respectfully submitted,

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